

PROMOTING SAFE & LIVABLE COMMUNITIES

Keep Vulnerable Adults  
Safe, Healthy & Self-Sufficient

ACCESS

Educate and link vulnerable adults to services to ensure they are safe, healthy and self-sufficient

- 18. Vulnerable adults provided assistance with accessing services
- 19. Receipt of sustainable financial support by eligible adults (e.g., Food Stamps, SSI, Veterans benefits)
- 20. Average wait times across systems

PREVENTION & PROTECTION

Provide prevention and protective services to maximize health, safety and independence

- 21. Increase in adults receiving prevention services
- 22. Re-entry of adults into the system

TREATMENT & CARE

Provide quality treatment and care to adults so they can live safely and as self-sufficiently as possible in their communities

- 23. Adults maintaining or improving from intake to re-assessment or discharge
- 24. Participation in employment, education and other productive activities among adults receiving services from the Agency

ENSURE OPERATIONAL EXCELLENCE

For excellence in public services, HHSA must be a dynamic agency that is fiscally stable, responsive to customers and nurtures a workforce that is skilled, diverse and engaged. To accomplish these goals, the Agency adheres to the following disciplines:

- Fiscal Stability:**  
Live within our means and identify ways to maximize external revenue streams.
- Customer Satisfaction:**  
Actively seek customer feedback and reach out to potential customers.
- Leadership:**  
Deepen partnerships and create opportunities between communities and government.
- Workforce Excellence:**  
Develop the workforce of the future by attracting and retaining new talent and creating opportunities for existing talent. Also, communicate and seek feedback from our employees.
- Essential Infrastructure:**  
Identify and address critical infrastructure needs and practice environmental responsibility.
- Information Management:**  
Organize, access and analyze data for operational effectiveness and efficiency .
- Accountability/Transparency:**  
Conduct county business ethically and as open as possible.
- Continuous Improvement:**  
Think and act to improve and innovate.

GUIDING PRINCIPLES

- Ensure all activities are outcome driven
- Assist employees to reach their full potential
- Foster continuous improvement in order to maximize efficiency and effectiveness of services
- Assure fiscal responsibility and integrity
- Provide customer focused and culturally competent services
- Support courageous creativity
- Leverage opportunity with the community

For more information, contact Strategic Planning and Operational Support at 619-685-2244.

Revised March 17, 2006

ENVISION PROGRESS

A Strategy Agenda for the  
Health and Human Services  
Agency in San Diego County



A Five Year Plan  
FY 2006-2011

VISION: Safe, Healthy, Thriving Communities

MISSION: To make people’s lives safer, healthier and self-sufficient by managing essential services.

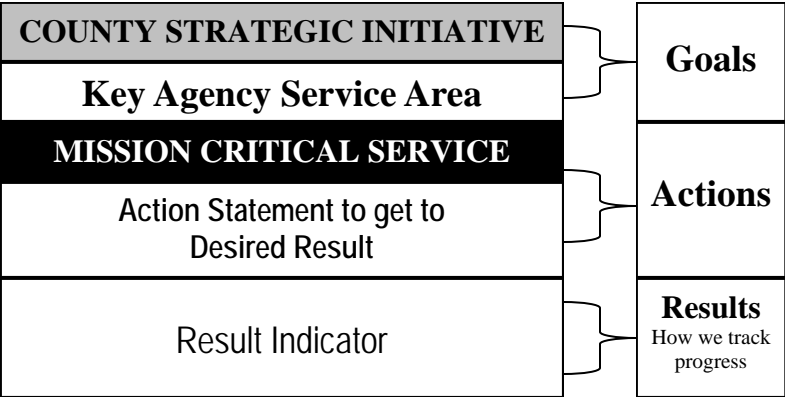
STRATEGY AGENDA BACKGROUND

The Health and Human Services Agency’s Strategy Agenda links our goals and daily operations. It helps the Agency to translate our mission and vision into actions and results, so that each employee can better understand how his or her contribution makes a difference.

The Strategy Agenda was developed with input from citizen advisory committees, who helped to identify priority programs. It was further framed and refined by HHSA’s Executive Team and focus groups engaging managers, subject matter experts, and advisory committee representatives.

The Strategy Agenda is the lighthouse that helps keep us on course, and spells out how we will track our progress along the way.

**DOCUMENT KEY:**  
The Strategy Agenda is broken up into the five levels indicated below. The Strategy Agenda itself stems from the County's Strategic Plan.



IMPROVING OUTCOMES FOR KIDS

Keep At-Risk Children and Their Families Safe, Healthy and Self-Sufficient

PREVENTION

Provide information and intervention services that increase children’s safety, health and well-being

- 1. Completion of recommended number of prenatal visits by patients
- 2. Children’s immunizations
- 3. Children receiving recommended number of well child visits
- 4. Children and youth prepared to transition to adulthood

ACCESS TO CARE

Provide outreach, enrollment and retention services to help children become thriving, self-sufficient adults

- 5. Enrollment of children in Healthy Families and Medi-Cal to enhance access to medical and dental services
- 6. Average wait times across systems (children & families)

PROTECTION

Provide services that protect children and families from dangerous conditions

- 7. Children who are protected from abuse and neglect
- 8. Children served who have permanency and stability in their living situations
- 9. Re-entry of children and youth into the system

TREATMENT & CARE

Provide quality treatment and care to improve physical, mental health and reduce dependency on public resources

- 10. Children or families maintaining or improving from intake to re-assessment or discharge

PROMOTING SAFE & LIVABLE COMMUNITIES

Protect the Public's Health

PREVENTION OF ADVERSE HEALTH RISKS

Provide education, information and other prevention services to prevent disease and injury and improve community health

- 11. Reduction in the burden of chronic disease
- 12. Reduction in the spread of infectious disease
- 13. Reduction in intentional and unintentional injuries

SURVEILLANCE, INVESTIGATION & RESPONSE

Monitor, identify and investigate health-related events and behavior, and respond to reduce disease, disability and death

- 14. Time between diagnosis and reporting by medical providers for selected reportable diseases
- 15. Mandatory response time for selected reportable diseases and newly emerging public health threats

EMERGENCY PREPAREDNESS & RESPONSE

Prepare the community to respond to and recover from medical disasters and health events

- 16. Readiness to respond and mobilize in a disaster
- 17. Speed of public message deployment